



Kentucky Health Information Exchange (KHIE)

ePartnerViewer Login: Kentucky Online Gateway (KOG) and Multi-Factor Authentication (MFA)

Quick Reference Guide

March 2022

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1 Introduction

Overview

This quick reference guide covers how to register for a Kentucky Online Gateway (KOG) account and complete Multi-Factor Authentication (MFA) to access KHIE's ePartnerViewer portal. Additionally, this quick reference guide covers how to properly login and log out of the ePartnerViewer portal.

All examples and screenshots used in this guide are simulated with mock data; no Protected Health Information (PHI) is present.

Please Note: All screenshots shown throughout this document reflect how Users would interact with the ePartnerViewer while using a desktop or tablet device. While core functionality remains the same across multiple devices, interface components may vary in presentation.

Supported Web Browsers

Users must access the ePartnerViewer with a supported web browser. The ePartnerViewer is configured to support the following modern browsers on desktop, tablet, and mobile devices:

Desktop Browser Version	Mobile Browser Version
Microsoft Internet Explorer	
Not supported	Not supported
Microsoft Edge	
Version 44+	Version 40+
Google Chrome	
Version 70+	Version 70+
Mozilla Firefox	
Version 48+	Version 48+
Apple Safari	
Version 9+	iOS 11+

Please Note: The ePartnerViewer does **not** support Microsoft Internet Explorer. To access the ePartnerViewer, Users must use a modern browser such as Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.

Mobile Device Considerations

The ePartnerViewer is based on responsive design. This means it renders in the best format based on the user's device size. Responsive design applies to mobile, tablet, and desktop devices. Tablet devices in landscape display mode are considered desktop.

Accessing the ePartnerViewer

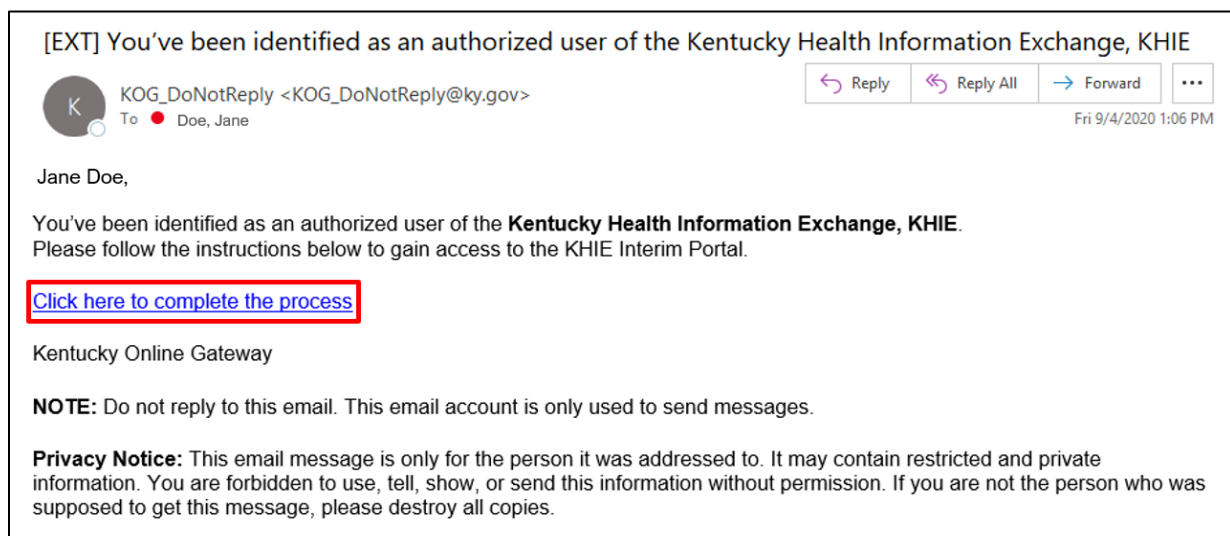
To access the ePartnerViewer, users must meet the following specifications:

1. Users must be part of an organization with a signed Participation Agreement with KHIE.
2. Users are required to have a Kentucky Online Gateway (KOG) account.
3. Users are required to complete Multi-Factor Authentication (MFA).

2 KOG Registration and Login

Create a KOG Account

1. When provisioned with a role in the ePartnerViewer, you will receive an invitation email to register for the Kentucky Online Gateway (KOG).
2. Click the ***Click here to complete the process hyperlink*** located in the Invitation email.



Please Note: This link is active for seven days. The registration link is only valid for a one-time use. If you click the link and do not complete the registration process, a new link must be sent. If the link expires, the KHIE Organization Administrator must send another invitation to create a Kentucky Online Gateway (KOG) account.

- The **Welcome to the Kentucky Online Gateway** screen displays. If you do not have an existing KOG account, click **Create Account**.

Please Note: If you already have an existing KOG account with the **same email address** from which you received the invitation to enroll, do **not** create a new account. Log into KOG using your existing credentials.

- Enter the Registration Information on the **Kentucky Online Gateway Profile** screen. Mandatory fields are marked with asterisks (*).

5. Enter your **First Name** and **Last Name** in the appropriate fields.
6. If applicable, enter your **Middle Name**.

All fields with * are required.

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

7. Enter your **Email Address**.
8. Confirm your **Email Address** in the *Verify Email Address* field.

The new account's email address should be a valid existing email address the user can currently access. The email address must be entered in a valid format, for example, john.doe@example.com. Don't have an email account? Sign up for a free one by selecting one of these three providers: **GMAIL, OUTLOOK, YAHOO**

* First Name	Middle Name	* Last Name
<input type="text" value="Jane"/>	<input type="text"/>	<input type="text" value="Doe"/>
* E-Mail Address	* Verify E-Mail Address	
<input type="text" value="jane.doe@gmail.com"/>	<input type="text"/>	
* Password	* Verify Password	
<input type="text"/>	<input type="text"/>	
Mobile Phone	Language Preference	
<input type="text"/>	<input type="text"/>	

Please Note: You MUST register using the same email address from which you received the invitation to enroll.

9. Enter your **Password**.
10. Confirm your **Password** in the *Verify Password* field.

A password must be at least 8 characters in length and must contain at least one number, one lowercase letter, and one uppercase letter. It may not contain more than 3 consecutive characters from your Firstname or Lastname. You will use this password to Sign in to Kentucky Online Gateway.

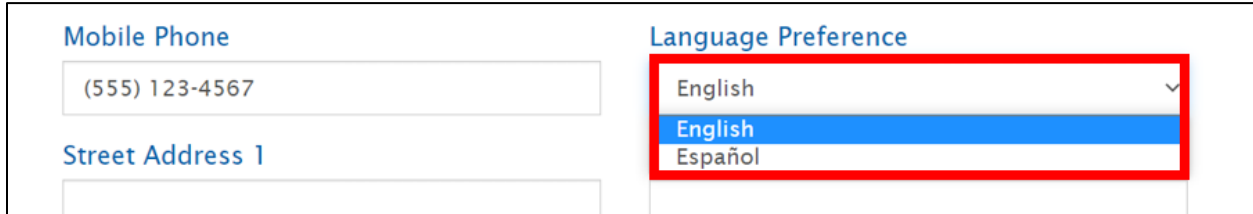
* E-Mail Address	* Verify E-Mail Address
<input type="text" value="jane.doe@gmail.com"/>	<input type="text" value="jane.doe@email.com"/>
* Password	* Verify Password
<input type="text"/>	<input type="text"/>
Mobile Phone	Language Preference
<input type="text"/>	<input type="text" value="English"/>

11. You have the option to register a phone number to associate with your KOG account. To register a phone number to your KOG account, enter your **Mobile Phone Number**.

Please enter a valid mobile number that you would like to associate with your account. This would help in trying to reset your password or in receiving any updates related to your account.

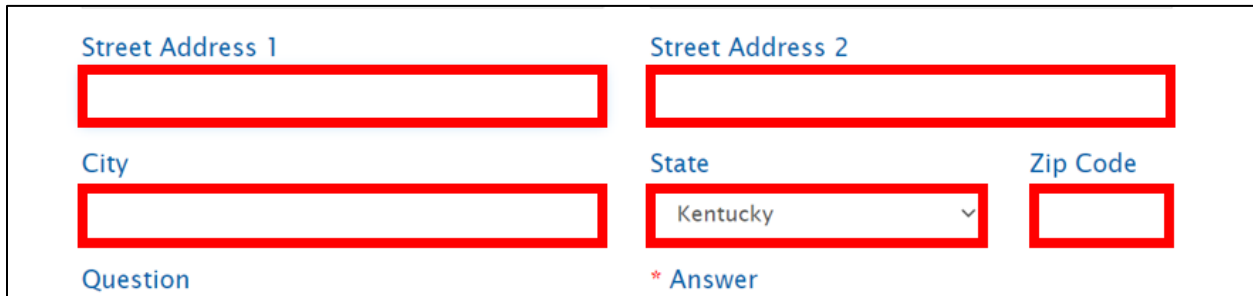
Mobile Phone	Language Preference
<input type="text" value="() - - - - -"/>	<input type="text" value="English"/>
Street Address 1	Street Address 2
<input type="text"/>	<input type="text"/>

12. You have the option to select your **Language Preference** from the dropdown menu.



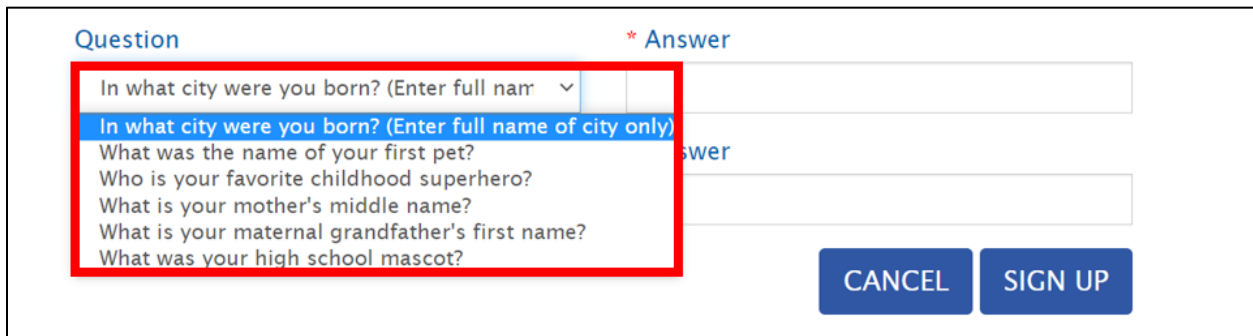
The screenshot shows a registration form with two columns. The left column has a 'Mobile Phone' field with the value '(555) 123-4567' and a 'Street Address 1' field. The right column has a 'Language Preference' dropdown menu. The dropdown is open, showing three options: 'English', 'English', and 'Español'. The first 'English' option is highlighted with a blue background. A red rectangle highlights the entire dropdown menu area.

13. If applicable, enter your **Street Address, City, State, and Zip Code**.



The screenshot shows a registration form with two columns. The left column has a 'Street Address 1' field, a 'City' field, and a 'Question' label. The right column has a 'Street Address 2' field, a 'State' dropdown menu with 'Kentucky' selected, and a 'Zip Code' field. A red rectangle highlights the 'Street Address 1' and 'City' fields. Another red rectangle highlights the 'Street Address 2' field. A third red rectangle highlights the 'State' dropdown menu. A fourth red rectangle highlights the 'Zip Code' field. The 'Question' label is in blue, and the '* Answer' label is in blue.

14. Select your preferred **Security Question** from the *Question 1* dropdown menu.



The screenshot shows a registration form with two columns. The left column has a 'Question' dropdown menu. The dropdown is open, showing a list of security questions: 'In what city were you born? (Enter full name)', 'In what city were you born? (Enter full name of city only)', 'What was the name of your first pet?', 'Who is your favorite childhood superhero?', 'What is your mother's middle name?', 'What is your maternal grandfather's first name?', and 'What was your high school mascot?'. The first question is highlighted with a blue background. A red rectangle highlights the entire dropdown menu area. The right column has an '* Answer' field, a 'CANCEL' button, and a 'SIGN UP' button.

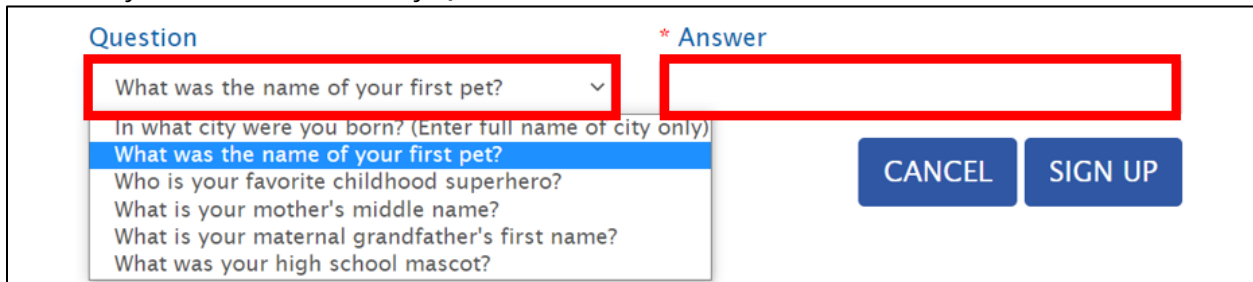
15. Enter your **Answer** to Security Question 1 in the *Answer* field.



The screenshot shows a registration form with two columns. The left column has a 'Question' dropdown menu with the value 'In what city were you born? (Enter full name)'. The right column has an '* Answer' field, which is empty. A red rectangle highlights the '* Answer' field.

16. Select your preferred **Security Question** from the *Question 2* dropdown menu.

17. Enter your **Answer** to Security Question 2 in the *Answer* field.



The screenshot shows a registration form with two columns. The left column has a 'Question' dropdown menu. The dropdown is open, showing a list of security questions: 'What was the name of your first pet?', 'In what city were you born? (Enter full name of city only)', 'What was the name of your first pet?', 'Who is your favorite childhood superhero?', 'What is your mother's middle name?', 'What is your maternal grandfather's first name?', and 'What was your high school mascot?'. The first question is highlighted with a blue background. A red rectangle highlights the entire dropdown menu area. The right column has an '* Answer' field, which is empty. A red rectangle highlights the '* Answer' field. There are 'CANCEL' and 'SIGN UP' buttons at the bottom right.

18. After completing the mandatory fields, click **Sign Up**.

Please complete your Kentucky Online Gateway Profile

i If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the CANCEL button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.
All fields with * are required.

* First Name	Middle Name	* Last Name
<input type="text" value="Jane"/>	<input type="text"/>	<input type="text" value="Doe"/>
* E-Mail Address	* Verify E-Mail Address	
<input type="text" value="jane.doe@gmail.com"/>	<input type="text" value="jane.doe@email.com"/>	
* Password	* Verify Password	
<input type="password" value="....."/>	<input type="password" value="....."/>	
Mobile Phone	Language Preference	
<input type="text" value="(555) 123-4567"/>	<input type="text" value="English"/>	
Street Address 1	Street Address 2	
<input type="text" value="123 Main Street"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="Frankfort"/>	<input type="text" value="Kentucky"/>	<input type="text" value="40601"/>
Question	* Answer	
<input type="text" value="In what city were you born? (Enter full name of city only)"/>	<input type="text" value="Frankfort"/>	
Question	* Answer	
<input type="text" value="What was the name of your first pet?"/>	<input type="text" value="Max"/>	

CANCEL SIGN UP

19. After clicking **Sign Up**, you will be directed to a screen displaying the following message:

Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account.

20. You must check your email to complete the KOG Account Validation process.

MYKY
MyKentucky.gov

FAQ | Help | English

Please complete your Kentucky Online Gateway Profile

YOU HAVE 4 HOURS TO COMPLETE THE PROCESS

✔ Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account. If you do not see the verification email in your inbox, please check your spam or junk folder. If no email was received [click here](#).

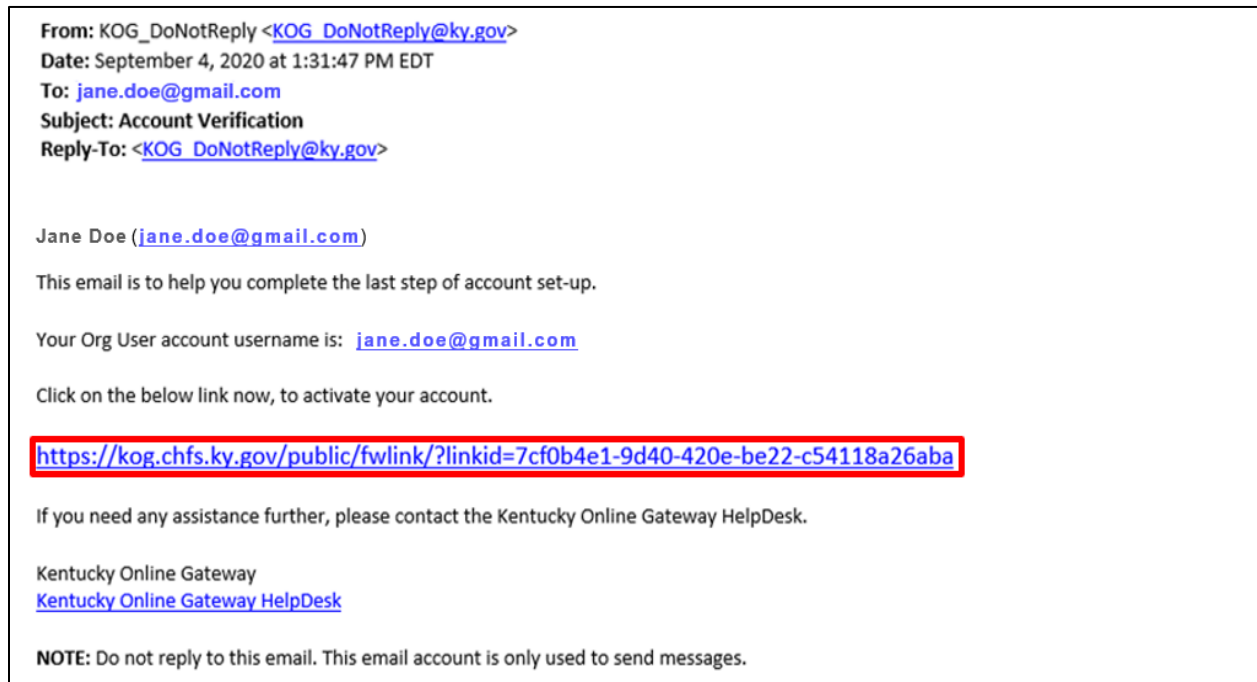
If you have already verified your account by clicking the link provided in the email, please click on **SIGN IN** button to continue.

SIGN IN

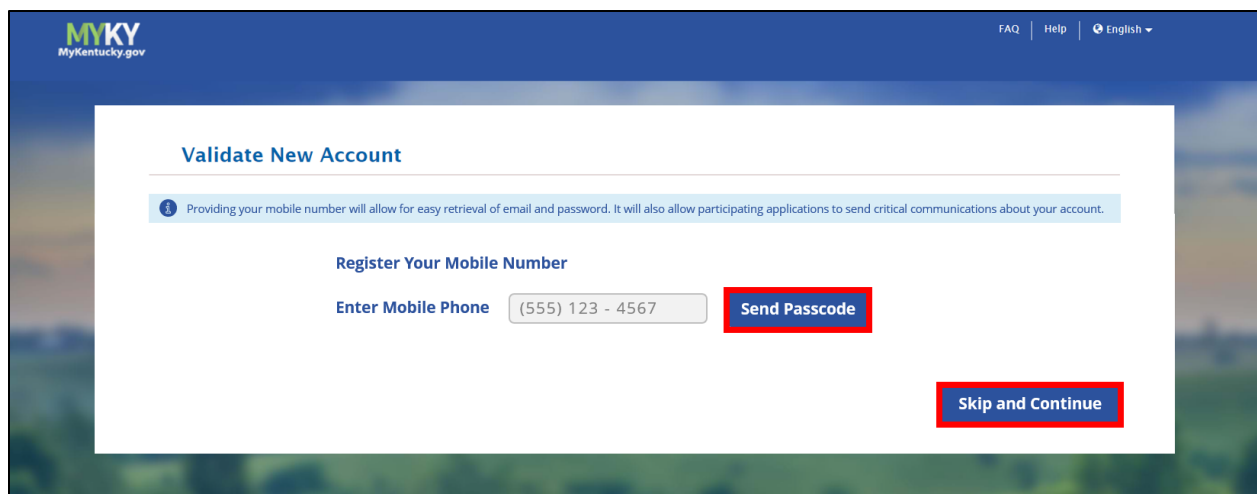
Please Note: If the verification email is not in the inbox, check the *Junk* and *Spam* folders.

KOG Account Validation

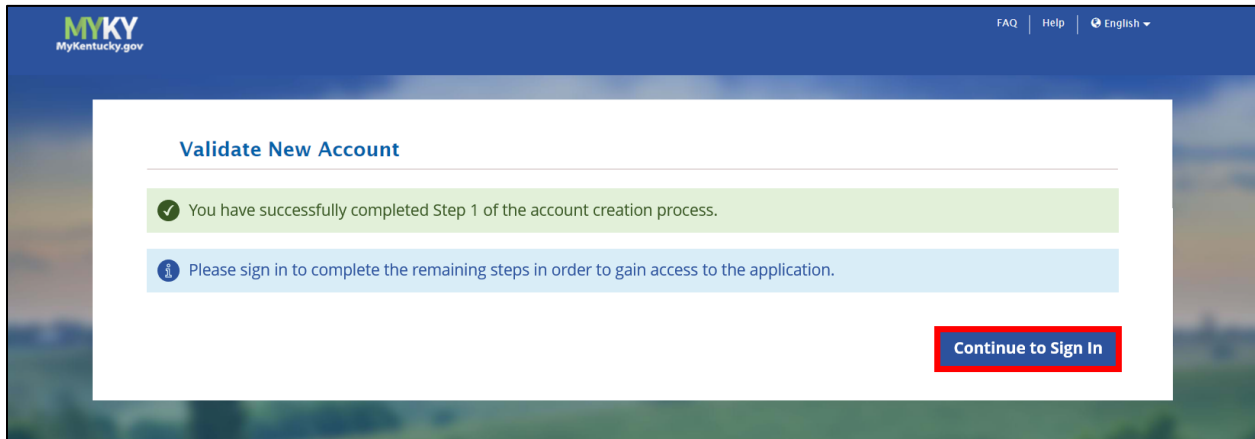
21. You will receive an email at the email address you provided when creating the account. This email is titled *Account Verification* from KOG_DoNotReply@ky.gov.
22. Click the **hyperlink** in the email to proceed to the **Validate New Account** screen.



23. The **Validate New Account** screen displays. If you registered your phone number, you will have the option to receive a passcode via text.
- To register a phone number, enter a phone number and click **Send Passcode**.
 - If you do not want to register a phone number, click **Skip and Continue** to proceed.



24. You must click **Continue to Sign in** to navigate to the **KOG Sign In** screen and complete the account creation process.



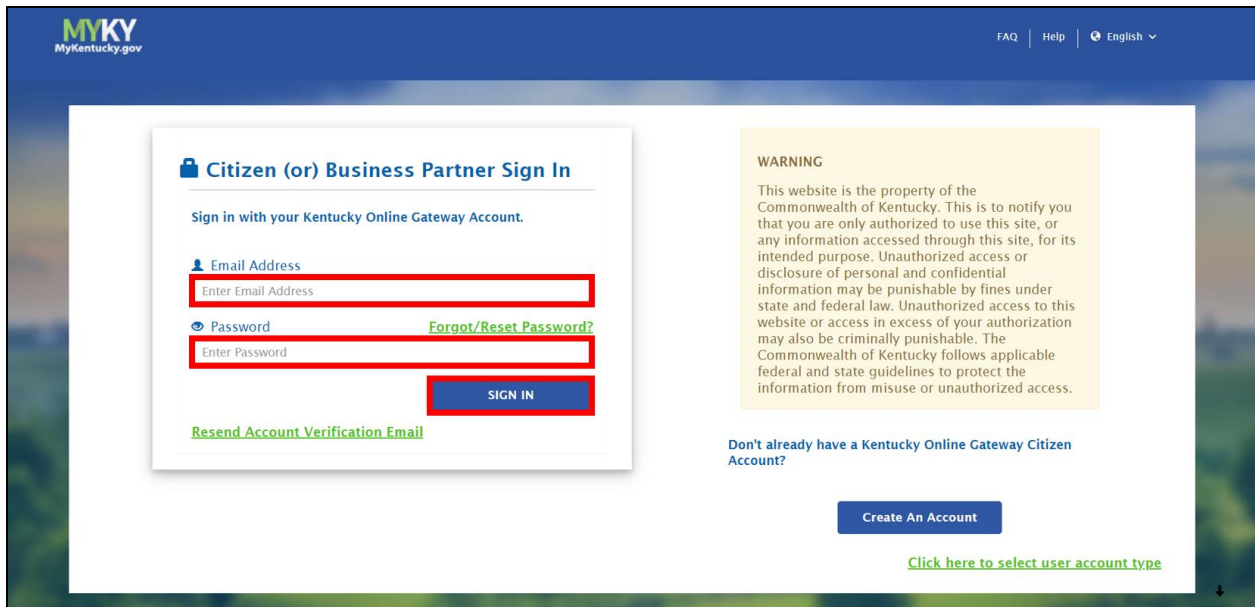
25. The **KOG Sign In** screen displays. Enter your **Email Address**.

Please Note: You must enter the email address provided when you created your KOG account.

26. Enter your **Password**.

Please Note: Your password is the password you created when set up your KOG account.

27. Click **Sign In**.



28. After logging in, you have the option to register as an organ donor.

- To register as an organ donor, click **Yes, Register Now**.
- If you do not want to register as an organ donor, click **Remind me later** to proceed.

Kentucky Online Gateway Welcome Jane Doe | My Account | Sign Out | Help | English ▼

Register as a Kentucky Organ Donor

With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway has created the below form for Kentuckians to join the Kentucky Organ Donor Registry. If you'd like to join the KYDR, please fill out the required fields below, select the consent checkbox, and click the "Register" button. For more information on what it means to be an organ donor, please visit <https://donatelife.ky.org/why-donate/>.

* First Name:
 Middle Name:
 * Last Name:

Register as a Kentucky Organ Donor [X]

Would you like to register as an organ donor?

With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway has created an online portal for Kentuckians to join the Kentucky Organ Donor Registry. For more information on what it means to be an organ donor, please visit <https://donatelife.ky.org/why-donate/>

Yes, Register Now **Remind me later**

By submitting this registration I affirm that I am the applicant described on this application and that the information entered herein is true and correct to the best of my knowledge. This form will serve as donor document of gift as outlined in the Uniform Anatomical Gift Act. A document of gift, not revoked by the donor before death, is considered legal authorization for donation and does not require the consent of another. If I am under 18 years of age, I understand that consent must be obtained from my parents or legal guardian at the time of donation.

☐ I have read, understand, and agree to the above terms and conditions

Register [Continue to the Application](#)

3 Multi-Factor Authentication

After logging in, you are asked to complete Multi-Factor Authentication or MFA. You have the option to receive an MFA passcode by Email or Text.

MFA by Email Verification

1. To receive the MFA passcode by email, select the **MFA by Email Verification** button and click **Send Passcode**.

Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English ▼

Multi-Factor Authentication

☒ MFA by Email Verification

☐ MFA by Phone Verification

Send Passcode

2. The **Email Multi-Factor Authentication** screen displays. To locate the passcode, you must open your email in a separate tab.

Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English ▼

Multi-Factor Authentication

A one-time passcode has been sent to the email address associated with this account. Please enter the passcode in the box below.

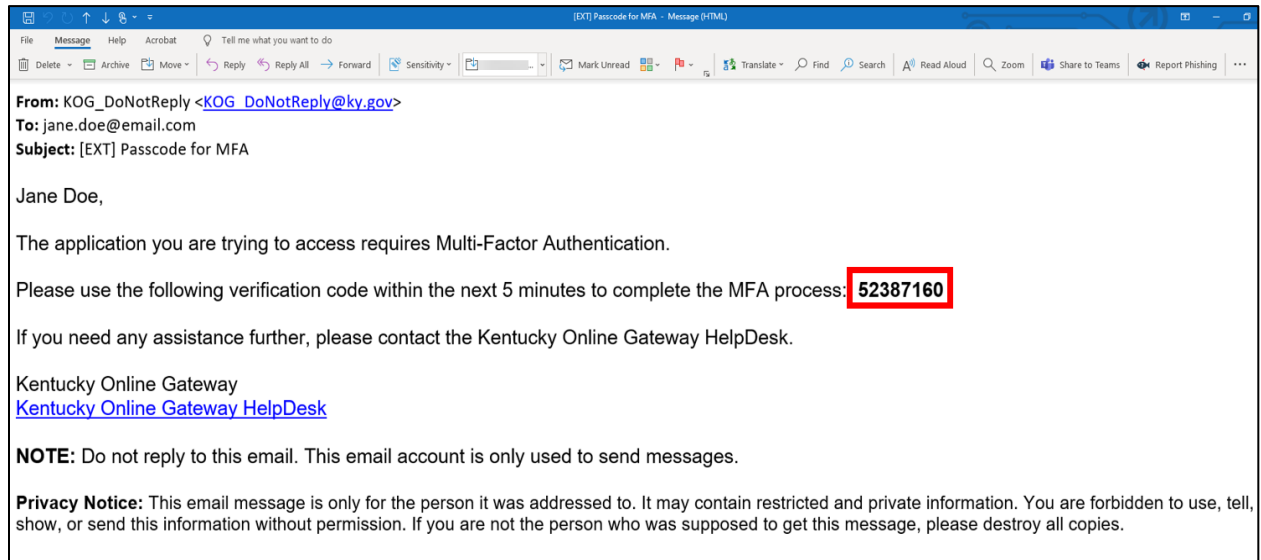
E-Mail Address: jane.doe@gmail.com [Resend Passcode?](#)

Enter Passcode:

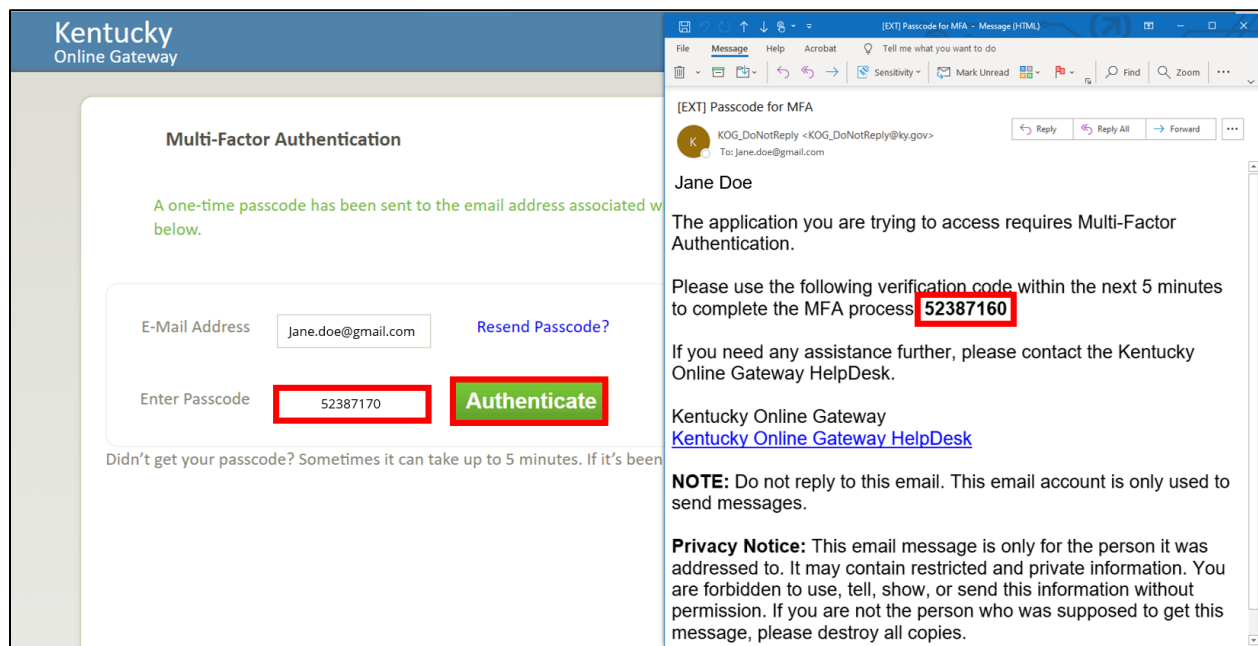
Authenticate

Didn't get your passcode? Sometimes it can take up to 5 minutes. If it's been longer than that, press "Resend passcode" button above.

- You must open an email titled *Passcode for MFA* from KOG_DoNotReply@ky.gov.



- On the **Multi-Factor Authentication** screen, enter the **8-digit code** that is in the body of the email into the *Enter Passcode* field.
- Click **Authenticate** to proceed.



MFA by Phone Verification

1. To receive the MFA passcode by text, click the **MFA by Phone Verification** button.
2. If you have not registered your phone number, click the ***Click here to register your Mobile number*** hyperlink.

Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English ▼

Multi-Factor Authentication

☐ MFA by Email Verification
☒ **MFA by Phone Verification** [Click here to register your Mobile number](#)

3. The **Register Your Mobile Number** screen only displays when you have not registered your phone number. To register your phone number, you must enter your **mobile phone number** and click **Send Passcode**.

Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English ▼

Multi-Factor Authentication

Register Your Mobile Number

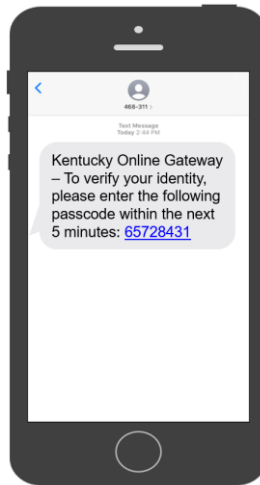
Enter Mobile Phone

Disclaimer :

- Standard text messaging and data rates may apply.
- The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.

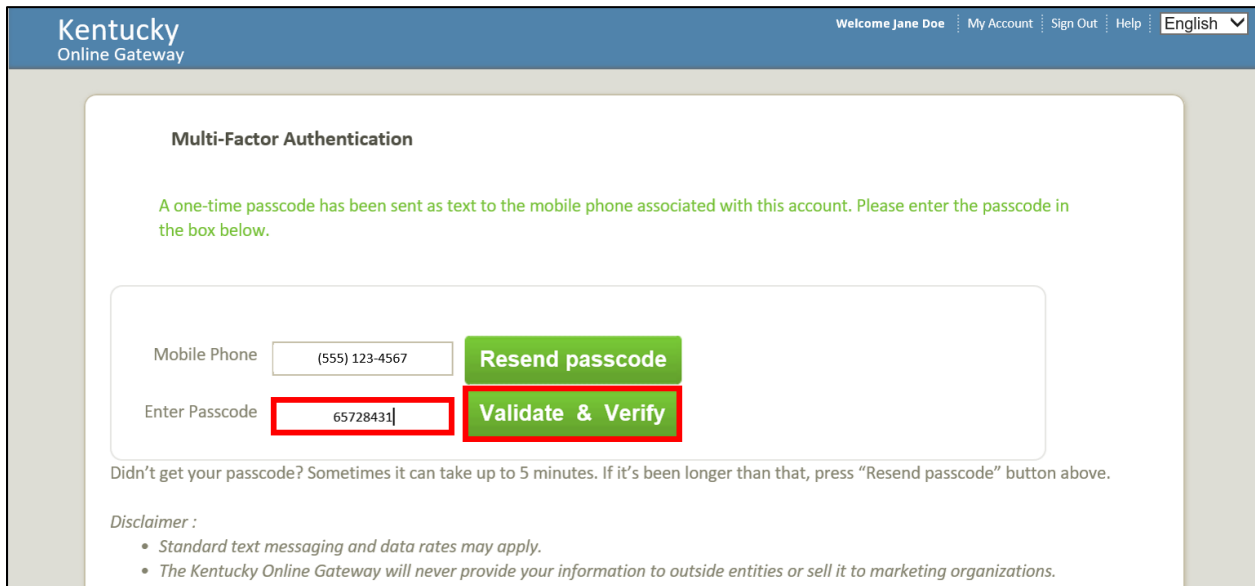
Please Note: The **Register Your Mobile Number** screen does **not** display for Users who have already registered their phone number. Instead, these Users will be prompted to enter the passcode to validate and verify identify on the **Multi-Factor Authentication** screen.

- You will receive a text message from the Kentucky Online Gateway that will include a passcode that will be used for verification.



Please Note: It may take up to 5 minutes to receive the passcode via text message. You should click **Resend passcode** if you did not receive the text message within 5 minutes.

- To verify the mobile number, enter the **8-digit code** from the text message into the *Enter Passcode* field on the **Multi-Factor Authentication** screen.
- Click **Validate & Verify** to proceed.



Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English

Multi-Factor Authentication

A one-time passcode has been sent as text to the mobile phone associated with this account. Please enter the passcode in the box below.

Mobile Phone (555) 123-4567 **Resend passcode**

Enter Passcode 65728431 **Validate & Verify**

Didn't get your passcode? Sometimes it can take up to 5 minutes. If it's been longer than that, press "Resend passcode" button above.

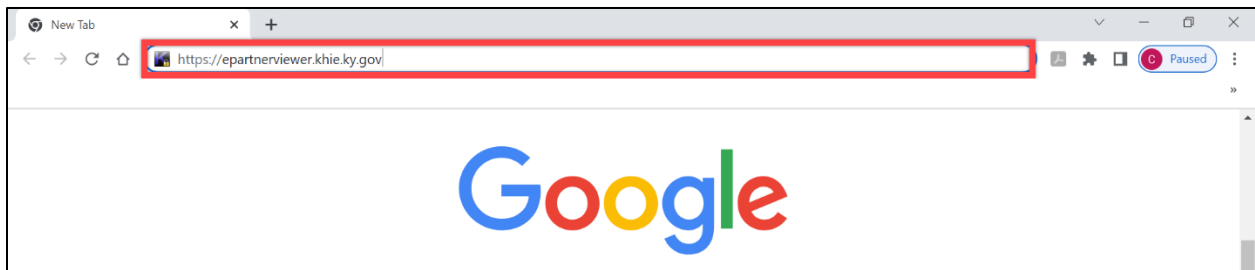
Disclaimer :

- Standard text messaging and data rates may apply.
- The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.

Please Note: You must enter the passcode within 5 minutes of receiving the text message.

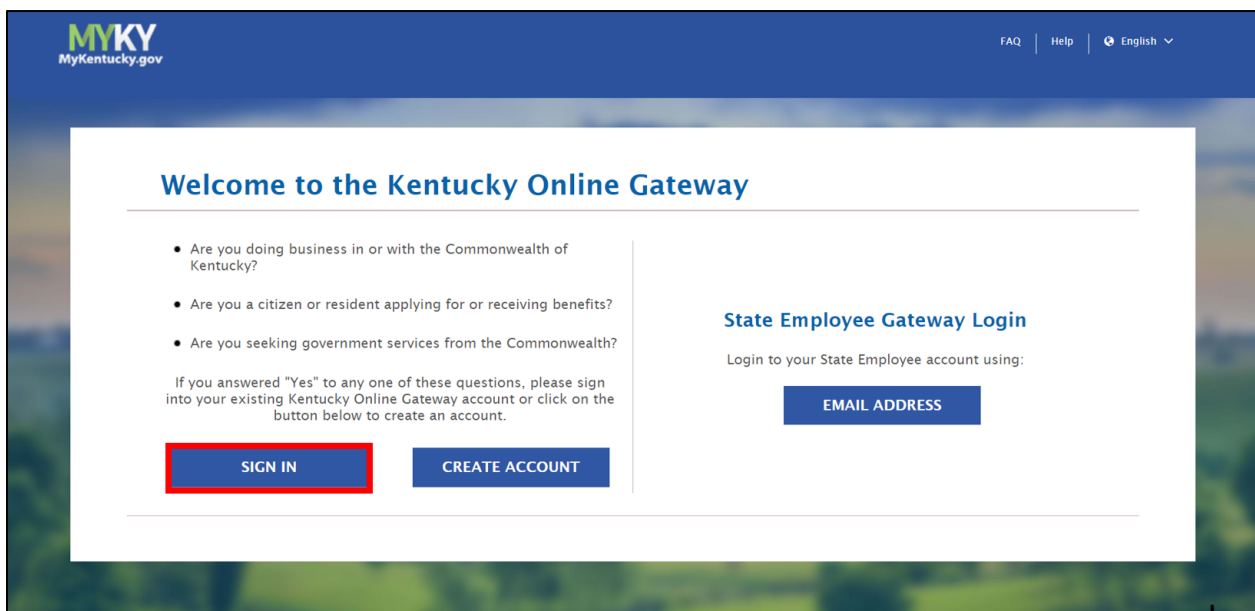
4 Logging into the ePartnerViewer

1. Before accessing the ePartnerViewer, you must log out from any active KOG session or ePartnerViewer session and close the browser window.
2. To navigate to the ePartnerViewer, enter the following **ePartnerViewer URL** in a supported browser window: <https://epartnerviewer.khie.ky.gov>



Please Note: The ePartnerViewer does not support Microsoft Internet Explorer. To access the ePartnerViewer, Users must use a modern browser such as Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.

3. The **Welcome to the Kentucky Online Gateway** screen displays. To login to the ePartnerViewer, click **Sign In**.



Please Note: If you are a State Employee, click **Email Address** under the *State Employee Gateway Login* section on the right side of the **Welcome to the Kentucky Online Gateway** screen.

4. The **KOG Sign In** screen displays. Enter your **Email Address**.
5. Enter your **Password**.

Please Note: You must enter the email address and password provided when you created your KOG account.

6. Click **Sign In**.

Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account.

Email Address
Enter Email Address

Password [Forgot/Reset Password?](#)
Enter Password

[Resend Account Verification Email](#)

SIGN IN

WARNING
This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

Don't already have a Kentucky Online Gateway Citizen Account?

[Create An Account](#)

[Click here to select user account type](#)

Please Note: You also have the option to access the ePartnerViewer from KOG **after** logging into KOG. To navigate to the **Welcome to the Kentucky Online Gateway** screen and begin logging in, you must enter the following URL in a supported browser window: kog.chfs.ky.gov.

Once you have completed logging into KOG, you will be navigated to the **KOG Dashboard** screen. To access the ePartnerViewer, you must click **Launch** on the KHIE ePartnerViewer application located on the **KOG Dashboard** screen.

My Apps

Search for Applications [QSearch](#)

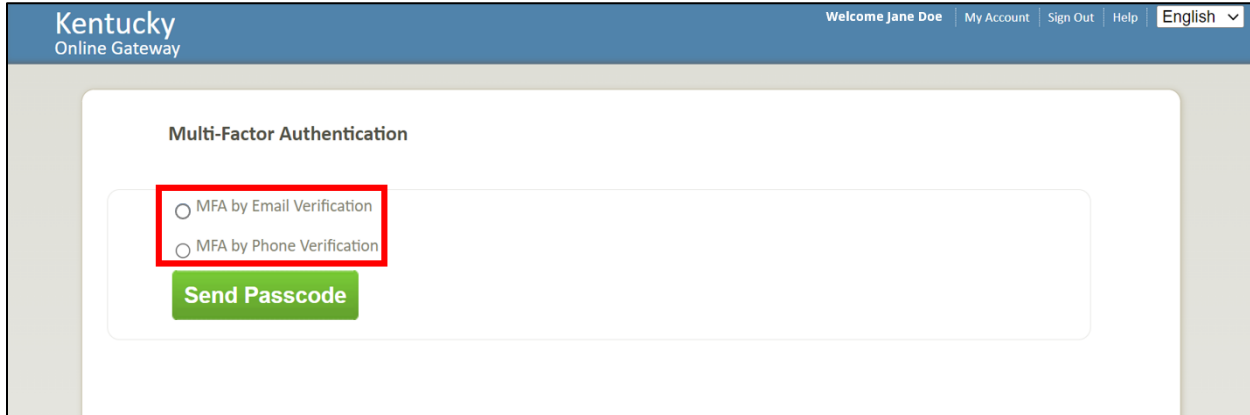
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

KHIE ePartnerViewer

The KHIE ePartnerViewer is where KHIE Participant's Authorized Users can access the patient health information available in the Kentucky Health Information Exchange.

Launch

7. **Multi-Factor Authentication.** After logging in, you are asked to complete Multi-Factor Authentication or MFA. You have the option to receive an MFA passcode by Email or Text.
- To complete Multi-Factor Authentication by Email, you must complete steps 1 through 5 in sub-section *MFA by Email Verification*.
 - To complete Multi-Factor Authentication by Text, you must complete steps 1 through 6 in sub-section *MFA by Phone Verification*.



Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English

Multi-Factor Authentication

☐ MFA by Email Verification

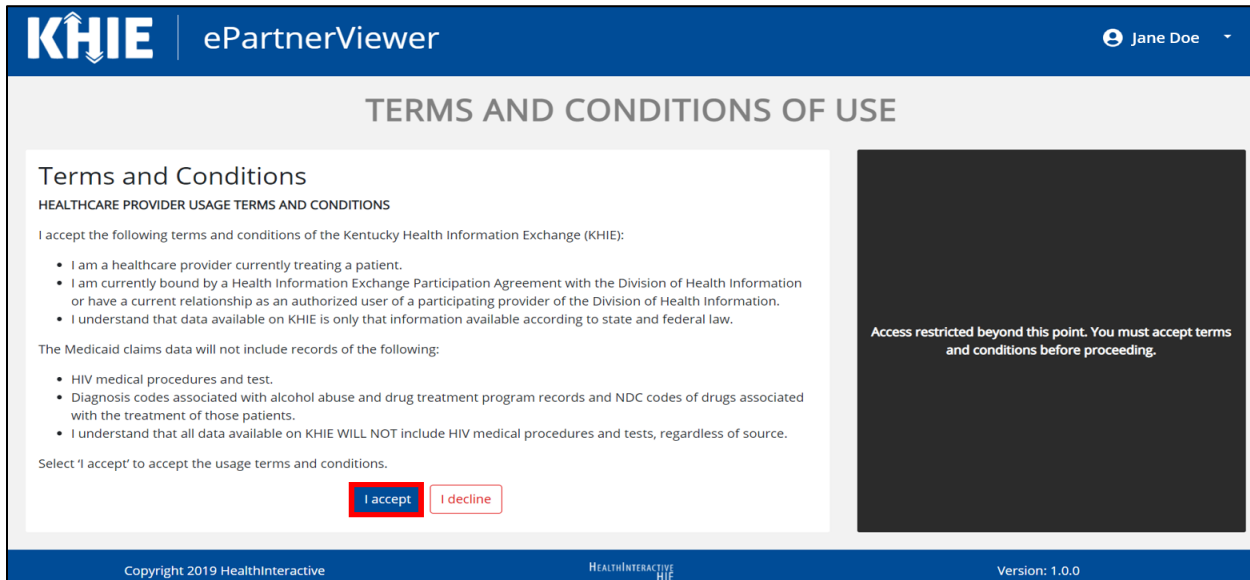
☐ MFA by Phone Verification

Send Passcode

Terms and Conditions of Use and Logging In

After logging into the Kentucky Online Gateway, launching the ePartnerViewer application, and completing Multi-Factor Authentication, the **Terms and Conditions of Use** screen displays. Privacy and security obligations are outlined for review.

8. You must click **I Accept** every time before accessing a patient record in the ePartnerViewer.



KHIE | ePartnerViewer

Jane Doe

TERMS AND CONDITIONS OF USE

Terms and Conditions

HEALTHCARE PROVIDER USAGE TERMS AND CONDITIONS

I accept the following terms and conditions of the Kentucky Health Information Exchange (KHIE):

- I am a healthcare provider currently treating a patient.
- I am currently bound by a Health Information Exchange Participation Agreement with the Division of Health Information or have a current relationship as an authorized user of a participating provider of the Division of Health Information.
- I understand that data available on KHIE is only that information available according to state and federal law.

The Medicaid claims data will not include records of the following:

- HIV medical procedures and test.
- Diagnosis codes associated with alcohol abuse and drug treatment program records and NDC codes of drugs associated with the treatment of those patients.
- I understand that all data available on KHIE WILL NOT include HIV medical procedures and tests, regardless of source.

Select 'I accept' to accept the usage terms and conditions.

I accept **I decline**

Access restricted beyond this point. You must accept terms and conditions before proceeding.

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Please Note: The right side of the Portal is grayed out and displays a message that states:
Access is restricted beyond this point. You must accept the terms and conditions before proceeding.

9. Once you click **I Accept**, the grayed-out section becomes visible. A message appears that indicates you are associated with an *Organization*. (This is the name of your organization.)
10. Click **Proceed to Portal** to continue.

TERMS AND CONDITIONS OF USE

Terms and Conditions
HEALTHCARE PROVIDER USAGE TERMS AND CONDITIONS

I accept the following terms and conditions of the Kentucky Health Information Exchange (KHIE):

- I am a healthcare provider currently treating a patient.
- I am currently bound by a Health Information Exchange Participation Agreement with the Division of Health Information or have a current relationship as an authorized user of a participating provider of the Division of Health Information.
- I understand that data available on KHIE is only that information available according to state and federal law.

The Medicaid claims data will not include records of the following:

- HIV medical procedures and test.
- Diagnosis codes associated with alcohol abuse and drug treatment program records and NDC codes of drugs associated with the treatment of those patients.
- I understand that all data available on KHIE WILL NOT include HIV medical procedures and tests, regardless of source.

Select 'I accept' to accept the usage terms and conditions.

✓ Accepted

You are part of the below mentioned organization. Please click on proceed to continue.

KHIE Smoke Test Organization

Proceed to Portal Cancel

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Please Note: If you click **Cancel**, a pop-up notification displays that indicates you are *about to be logged out*. Use of the ePartnerViewer portal is subject to the acceptance of KHIE's Terms of Use.

To proceed to the ePartnerViewer, click either **Logout Now** or **Cancel**.

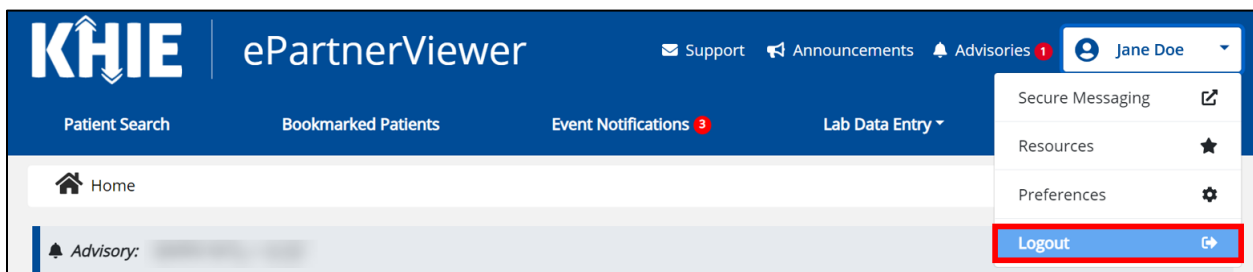
5 Logging Out of the ePartnerViewer

Users must completely **log out** and close all ePartnerViewer tabs in order to maintain security and to avoid session timeout issues.

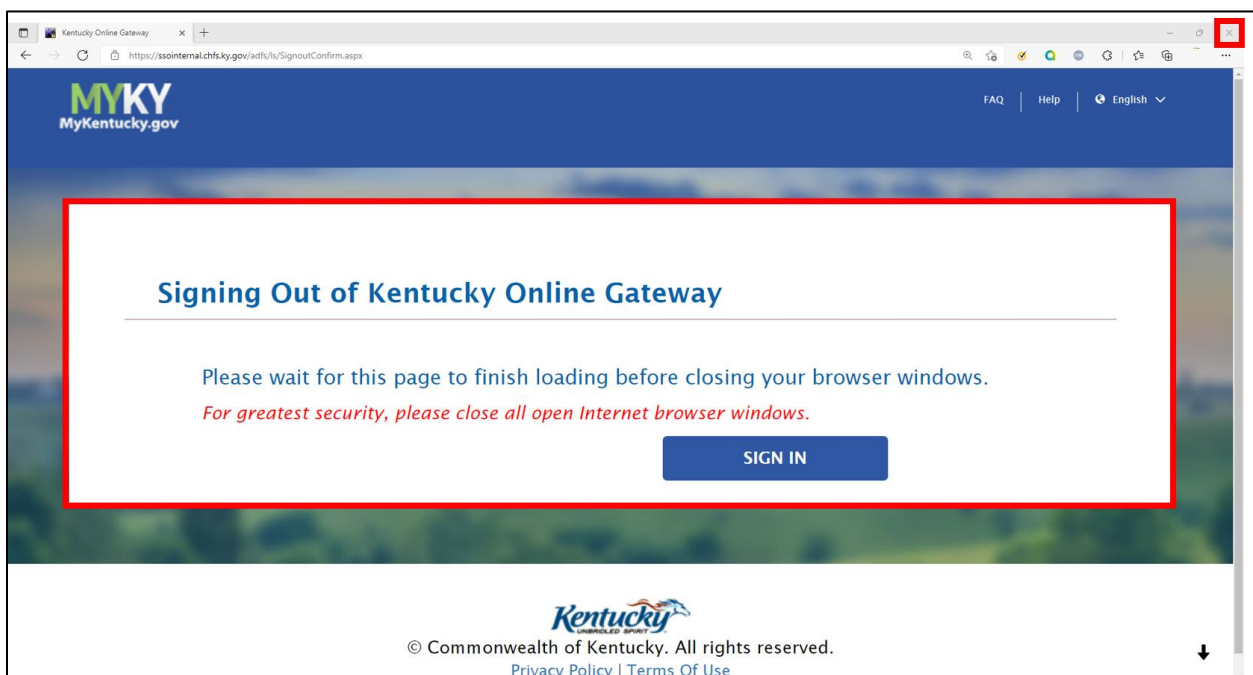
1. To log out of the ePartnerViewer, click your **User Profile** displayed in the top right corner of the blue navigation bar.



2. Select **Logout** from the dropdown menu.



3. To confirm that the logout was successful, you must wait for the **Signing Out of Kentucky Online Gateway** screen to fully load **before** closing out of the browser window.
4. Once the **Signing Out of Kentucky Online Gateway** screen has fully loaded, click the **X** button at the top right corner to close out of the browser window.



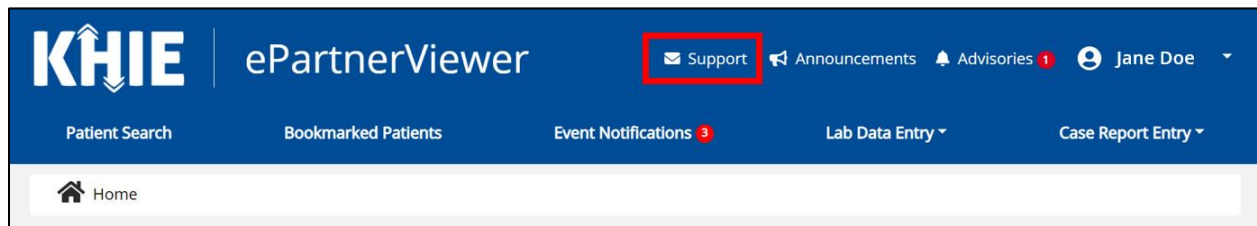
Please Note: You must properly logout and close the browser window to end the ePartnerViewer session. If you do **not** properly close the ePartnerViewer session, you may experience session timeout issues when attempting to access the ePartnerViewer in a new browser window (i.e., you may be logged out because another ePartnerViewer session is still active in a different browser window).

To avoid session timeout issues in the ePartnerViewer, you should have only **one** active ePartnerViewer session at a time.

6 Technical Support

Support Tab

Use the Support Tab in the ePartnerViewer located in the blue navigation bar at the top of the screen to seek assistance or log issues.



Toll-Free Telephone Support

For questions and assistance regarding the ePartnerViewer, please call 1 (877) 651-2505.

Email Support

To submit questions or request support regarding the ePartnerViewer, please email KHIESupport@ky.gov.